

## Streamlining Hard Copy Postage Statement Processing

In our ongoing efforts to improve customer service, the Postal Service® will continue to improve efficiencies of Business Mail Acceptance processes. Starting March 15, 2010, the Postal Service will streamline the processing of hard copy postage statements.

### What Will Change and When?

Beginning March 15, 2010, when a customer brings in a hard copy postage statement with a mailing to an acceptance site that is equipped with the *PostalOne!*® system, the Postal Service will no longer fill out the USPS® section of the form nor round-date the document. To obtain a receipt, mailers are encouraged to visit the [Business Customer Gateway](#) to access the *PostalOne!* system, the system of record. This procedural change will speed and improve service and reduce the amount of paper generated.

Upon request, a customer may obtain a hard copy receipt of the postage statement or Statement of Mailing / Weighing and Dispatch Certificate, PS Form 3607, **after acceptance and verification are completed**. (A copy of this form is included in this document). In the upcoming March 15 *PostalOne!* release, the Weighing and Dispatch Certificate, PS Form 3607, currently used as a mailing transaction receipt, will be revised and renamed "Mailing Transaction Receipt, PS Form 3607-R. (A draft copy of this form is included in this document).

### What Will Not Change?

The verification and resolution process will not change; mailers will be notified of any issues, as they are today.

Postal acceptance sites that are not on the *PostalOne!* system will continue to process hardcopy postage statements as they do today, completing the USPS section of the form and round-dating the statement.

### Background of Hard Copy Postage Statement Processing

Currently, mailers presenting commercial mailings to the USPS must submit a postage statement, appropriate to the class of mail, which includes information about mailpiece characteristics, mail piece counts, and pricing eligibility based on preparation of the mailing. There are two ways that postage statements are presented to the Postal Service: an electronic postage statement may be submitted to the acceptance facility prior to the mail being deposited or a hard copy postage statement may be presented with the mailing at the acceptance facility.

Today, if mailers want a round-dated receipt copy of the postage statement after the USPS accepts the mailing for processing, they must present the postage statement in duplicate.

Customers are required to complete three sections of the hard copy postage statement. "Mailer" (indicating parties involved in the mailing), "Mailing" (indicating characteristics of the mailing and preparation and compliance methods followed), and "Postage" (indicating postage prices applicable to the mailings based on aggregate information identified in subsections of the form). Postal acceptance personnel are required to complete the "USPS Use Only" section, where they record results of the verification and acceptance processes.

At acceptance facilities using the *PostalOne!* system, postage statement information is data-entered into the system to record a transaction against the mailer's postage account. The *PostalOne!* system is the system of record for all mailing transactions processed at these locations.

During the acceptance process, the USPS clerk verifies the mail and validates that the mail is prepared per the price claimed. If any discrepancies are noted, the mailer has the option to accept the USPS findings or withdraw the mailing for rework.

The USPS clerk completes the USPS section of the postage statement, finalizing the information about the mailing. Information in this section supersedes any information recorded by the mailer in previous sections.

Use of a hard copy duplicate postage statement is the commonly recognized business practice by customers to indicate "proof" of when a mailing has been entered into the mail-processing stream. This copy is generally used by a mail service provider to demonstrate to their client that they have fulfilled their contractual obligation to the customer.

### **Streamlined Hard Copy Postage Statement Processing**

Mailers are encouraged to go online to view their mailing activities and retrieve processed postage statements. Whereas the Postal Service will continue to accept hard copy postage statements, postal personnel will no longer complete the "USPS Use Only" section at acceptance sites equipped with the *PostalOne!* system.

Postal personnel will enter information from hard copy postage statements into the *PostalOne!* system to record and complete the mailing transaction. Upon request, the Postal Service will provide a copy of the finalized postage statement or a mailing transaction receipt (PS Form 3607 or PS Form 3607-R) after completion of acceptance and verification. Key changes follow.

- If not submitting postage statements electronically, the customer must provide an original postage statement with the mailing.
- Acceptance personnel will no longer complete the "USPS Use Only" section of hard copy postage statements at sites that enter postage statements into the *PostalOne!* system. (The "USPS Use Only" section includes "USPS Employee's Signature," "Print USPS Employee's Name," and "Time.")
- Acceptance personnel will no longer complete and return a "duplicate" postage statement
- Acceptance personnel will no longer round-date stamp hard copy postage statements.
- Acceptance personnel will retain the original copy of the postage statement and attach the USPS Form 3607 (Statement of Mailing/Weighing and Dispatch Certificate)\* to it on file.
- Upon a customer's request, the acceptance personnel will print the USPS Form 3607 and provide it to the customer along with any duplicate copies of postage statements provided.
- The only acceptable means of proof of postage payment for mailings will be an electronic version of a finalized postage statement, or the USPS Form 3607, generated from the Postal Service's *PostalOne!* system.

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*\*In the March 15 upgrade to the PostalOne! system, PS Form 3607 will be replaced with PS Form 3607-R (Mailing Transaction Receipt).*

The wording on the postage statement form will change from “USPS Use Only” to “USPS Use Only—To Be Completed at Non-PostalOne! Sites ONLY.” *PostalOne!* is the system of record and can be accessed to view postage statement details and print hard copies, if needed.

The Postal Service will modify the [DMM®](#) language regarding the return of a duplicate postage statement to the mailer, differentiating between *PostalOne!* and non-*PostalOne!* sites.

### **Viewing and Retrieving Postage Statements Online**

Mailers are encouraged to sign up through the [Business Customer Gateway](#) to view and retrieve copies of their postage statements. This feature is available today for mailers who submit hard copy postage statements or electronic postage statements. Mail preparers can download postage statements and email them to their mail owners.

We anticipate that as our customers migrate to online and electronic business mailing features, they will find the quick, easy, and convenient aspects of online mailing account management real values to their mailing processes and needs. Some of the many features available are:

- Submit postage statements online
- View and retrieve copies of postage statements
- Download and email postage statements to mail owners
- Manage permits
- View account balances and track transactions
- Receive notifications of fees paid/due
- Submit postage statements and electronic presort documentation server-to-server
- Manage mailing activities

### **[Business Customer Gateway:](#)**

#### **The Mailer’s Resource for Accessing Postage Statements, Transaction Receipts and Account Management Tools**

USPS recently launched the [Business Customer Gateway](#) on [USPS.COM®](#) to provide mailers easy access to all Postal Service online business offerings—all with a single user name and password. In addition to providing access to postage statements and transaction receipts, the [Business Customer Gateway](#) allows mailers to view company information, manage mailer IDs and electronic data exchange, schedule mailing appointments and track and confirm their mailings. The [User Access to Electronic Mailing Information and Reports Guide](#), Volume 1, Appendix B, Access to Online Postage Statements, provides information on how to access the [Business Customer Gateway](#) and retrieve postage statements.

For more information about the [Business Customer Gateway](#) and how to access it, visit [ribbs.usps.gov](#). You’ll find “*Business Customer Gateway*” documents on the left navigation bar under Intelligent Mail Services.

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For questions regarding the [Business Customer Gateway](#) or accessing postage statements, contact the Help Desk at 800-522-9085 or at [postalone@usps.gov](mailto:postalone@usps.gov).

### **Electronic Postage Statements**


In lieu of hard copy postage statements, mailers are encouraged to use one of three electronic options available for submitting postage statements: Postal Wizard, Mail.dat or Mail.XML.

For electronically submitted postage statements, no hard copy duplicates are returned to the mailer and no hard copy postage statements are retained at the postal acceptance unit. Mailers can access the finalized (by USPS) statements online via the Internet.

Electronically submitted statements do not contain a "USPS Use Only" section. If an adjustment to the mailer-submitted information is warranted, the system will require the acceptance clerk to record the mailer contact information before a change can be made to the mailer-declared information. Permissible changes are: mail date, total pieces, total weight, weight of a single piece, piece counts on itemized price lines, and regular versus nonprofit prices. *PostalOne!* is the system of record. No hard copy documentation (postage statements) are provided to the acceptance unit or retained by the unit.

12-03-2009

## Current 3607

		<a href="#">Feedback</a>   <a href="#">Personal Profile</a>   <a href="#">Logout</a>	
Restricted Information			
<a href="#">Transactions</a> > <a href="#">Postage Statement Processing</a>		Today's Date: 12/03/2009	
<a href="#">Standard Mail - Permit Imprint</a>   <a href="#">Receipt</a>			
<b>Final</b>			
<b>3602</b>	<b>POSTAL SERVICE STATEMENT OF MAILING/3607 WEIGHING AND DISPATCH CERTIFICATE</b>		<b>TRANS # 200933709035793M1 CAPS TRANS NO: N/A</b>
Postage Statement: 55737324	Mailer's Job#	Mailing accepted at: ANCHORAGE BMEU - 99530-9998'	
ABC MAILER 123 MAIN STREET ANCHORAGE AK 99501			<b>FINANCE NUMBER: 020312</b>
<b>STATION OR UNIT:</b>	ANCHORAGE (99502)		<b>PERMIT NO: 12345</b>
<b>DATE OF MAILING</b> 12/03/2009	<b>CLASS</b> Standard Mail	<b>PROC CAT</b> Letter	<b>TYPE</b> PI
<b>WEIGHT OF SINGLE PIECE (LBS)</b> 0.0500	<b>TOTAL PIECES</b> 10000	<b>TOTAL POUNDS</b> 500.0000	<b>Customer Reference ID</b> _____ <b>CAPS Acct No: _____</b>
<b>MAILED FOR:</b> <b>PERMIT NO. _____</b> <b>NAME: _____</b>			
<b>CONTAINERS</b> 6	<b>FULL SERVICE</b> No	<b>AMOUNT FROM TRUST: \$2,157.00</b>	
<b>EEL/PFC:</b>			
<b>VERIFICATION SUMMARY:</b> Verification Not Required			
<b>UH</b> <b>INITIATING EMPLOYEE</b>	<b>UH</b> <b>FINALIZING EMPLOYEE</b>	<b>RECEIVED FOR PROCESSING BY</b> _____	
<b>COMMENTS:</b>		<b>BEGINNING BALANCE: \$500,000.00 ENDING BALANCE: \$497,843.00</b>	
mailing has been inspected concerning: (1) eligibility for postage prices claimed; (2) proper preparation (and presort where required); (3) proper completion of postage statement; and (4) payment of annual fee (if required).			

## Mailing Transaction Receipt, PS Form 3607-R (Effective March 2010)

### Company Details

Company Name	Include requested Company Details based on PERMIT HOLDER information in Block 1 of the postage statement.
Address	
Contact Name	
Phone Number	
Profit Indicator	

### PS Form 3607R – Mailing Transaction Receipt

Permit Holder Permit Number  
Permit Holder Permit Type

Mailing Agent Name (if applicable)  
Mailing Agent Permit Number & Type

Mail Owner Name (if applicable)  
Mail Owner Permit Number & Type

Customer Reference ID  
CAPST Transaction Number (if applicable)

Class of Mail  
Processing Category  
Postage Statement ID  
Mailer Group ID # (electronically submitted)

Total Pieces  
Weight of a single-piece  
Total Weight  
Total Number of Containers

Additional Postage (if applicable)  
Total Postage

Transaction Date  
Transaction Number

Transaction Adjusted? Yes or No  
Person authorizing adjustment  
Name  
Phone Number

Accepted at (BMEU or DMU or AO name & phone number)  
Cost Center  
Acceptance Site Mailer ID  
Clerk Initials  
Statement Certification Date